Contents

Preface	vii
CHAPTER I. Professions and Society	1
CHAPTER 2. Professional Autonomy and Video Relay Service	21
CHAPTER 3. Provider Tracking of Communications Assistant Work	43
CHAPTER 4. Providing Customer Service	76
CHAPTER 5. Lessons From the Past Inform the Future	95
Appendix A. A History of Telecommunications: From Telegraph to Video Relay Service	101
Appendix B. Methods and Procedures	104
Appendix C. Interview Script	113
Appendix D. Additional Questions Posed by Interviewer	114
References	117
Index	127